

**Ziolkowski Patent Solutions
Group, LLC
14135 N. Cedarburg Rd.
Mequon, WI 53097-1416**

Telephone No.: 262-376-5170
Facsimile: 262-376-2994

FACSIMILE TRANSMITTAL SHEET

TO:	EXAMINER VAUGHN	FROM:	TIMOTHY J. ZIOLKOWSKI			
COMPANY:	U.S. PTO	DATE:	MAY 5, 2004			
FAX NO.:	703-746-5488	PAGES:	17			
RE:	09/474,418	OPERATOR:	jj			
<input type="checkbox"/> Original Will Follow		<input checked="" type="checkbox"/> Original Will Not Follow		<input type="checkbox"/> Enclosures Will Follow With Original		
<input type="checkbox"/> Urgent		<input type="checkbox"/> For Review		<input type="checkbox"/> Please Comment	<input type="checkbox"/> Please Reply	<input type="checkbox"/> Please Recycle

Per your request, attached is a courtesy copy of the Response to 12-05-03 Office Action which was filed on March 3, 2004. Please call me should you have any questions.

Timothy J. Ziolkowski

GEMS8081.022

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS INTENDED ONLY FOR THE PERSONAL AND CONFIDENTIAL USE OF THE DESIGNATED RECIPIENTS NAMED ABOVE. This message may be an attorney-client communication, and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us.

Patent
Attorney Docket No. Old: GEM-30834
New: GEMS8081.022

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Kennedy, Ronald G.
 Serial No. : 09/474,418
 Filed : December 29, 1999
 For : System and Method For Remote Servicing of In-Field Product
 Group Art No. : 2143
 Examiner : Vaughn, W.

CERTIFICATION UNDER 37 CFR 1.8(a) and 1.10

I hereby certify that, on the date shown below, this correspondence is being:

Mailing

deposited with the US Postal Service in an envelope addressed to Commissioner for Patents, Alexandria, VA 22313-1450
 with sufficient postage as first class mail 37 CFR 1.10
 As "Express Mail Post Office to Addressee" Mailing Label No.

Transmission

transmitted by facsimile to Fax No.: 703-872-9306 addressed to Examiner Vaughn at the Patent and Trademark Office.

Date: 3-3-04


Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO 12-05-03 OFFICE ACTION

Dear Sir:

Responsive to the Office Action mailed December 5, 2003, please consider the following:

Docketed by: 74
Date: 3/5/04